



Helpline Volunteer

Date last updated: 02/12/24

About the Role:

LGBT Foundation is an impactful, vibrant charity with a wide portfolio of well-established services and rapidly developing new initiatives to meet the needs of LGBTQIA+ people. Our helpline service has been running for many years, and we are about to embark on our 50th year of delivery in 2025. We are currently looking for new volunteers to join our team at this exciting time.

Our helpline is a national service, and we receive calls and contacts from across the UK and beyond. Since delivering this service, we have supported people with a range of different presenting needs including coming out, questioning their sexual orientation and/or gender identity, sexual health information, issues around mental health and wellbeing, feelings of isolation, issues in the workplace, reporting hate crime, finding out about local support services, accessing advocacy support, questions about general health and healthcare and many more. As a trusted provider for LGBTQ+ communities, there are times when people will contact us where they may be at risk or experiencing crisis, this could include disclosures of various forms of abuse or harm.

Regardless of the reason for contact, our team are dedicated to providing emotional support, signposting and a listening ear for those who need us. If this is something you are interested in being a part of, then this role might be for you.

Expectations of the role

- This is a frequent volunteer role with the expectation that you will commit to weekly delivery outside of sickness and leave.
- We are looking for volunteers who can deliver at least one 4-hour shift per week. These shifts can be delivered during our opening hours of Monday through Friday, 9am-8:30pm, and Saturday and Sunday, 10am-5:30pm.



- Due to the nature of the role, it requires a more intensive period of training and induction. When applying please note that you will need to commit to a training period spanning of 8 weeks, including 2 intensive training days, some online evening sessions and self-directed study. Most training will be delivered in evenings and weekends, and these will be delivered in a hybrid way meaning you can join in person or remotely.
- Attending supervision at least every other month, totalling a minimum of a least 6 supervisions per year. This provides you with space to seek support, keep up to date with best practice, get to know other volunteers and teams, and deal with any impact the role may have on you. One to one support can also be provided outside of group supervision.
- Engaging in ongoing training to keep updated with latest practice etc. (This training will be provided and delivered by LGBT Foundation)
- Able to take a wide variety of calls ranging from individuals requesting information through to serious safeguarding disclosures.
- Having a basic DBS check (LGBT Foundation can carry this out for you).
- Being in regular communication with the wider wellbeing and safeguarding team as required (e.g. by responding to emails in good time)

Typical duties

- Interacting with our service users via phone and email.
- Providing signposting to service users and exploring potential next steps and options to access further services.
- Assisting service users with onward referrals, both within LGBT Foundation and externally.
- Keeping accurate notes, collecting demographic information, and uploading these onto our internal systems.
- Sharing relevant updates with the team and liaising with the wider delivery team.
- Handling and managing disclosures surrounding potential risk.
- Risk assessing and following up with appropriate actions in accordance with organisational policies and advice from our internal safeguarding structure.
- Attending regular supervision spaces, sharing best practice and engaging with regular training.

Skills & knowledge that would be beneficial to have



We think this role would suit someone who has the following skills. (If you're not sure if you have all these skills and/or would like to chat to us about developing some of these skills, please email charlie@lgbt.foundation)

- Understanding or willingness to learn about the needs of the LGBTQIA+ community
- Effective and adaptable communication and interpersonal skills, including active listening.
- Understanding of culturally competent practice or a willingness to learn
- Ability to work with issues of a sensitive nature, working in a person centred, empathetic and compassionate approach.
- A good understand of mental health and wellbeing and local services particularly related to these areas
- Being able to set and maintain professional boundaries, practice self-reflection, self-care and maintaining own resilience
- Ability to make timely, relevant and factual notes of interactions
- Ability to stay calm and confident when dealing with challenging or difficult situations

Benefits of volunteering with us

- This is a rewarding role which provides an opportunity to engage in meaningful work that makes a positive impact on LGBTQIA+ communities
- Helpline can be delivered remotely, with the option of delivering in our office space in Manchester. We welcome volunteers from across the UK.
- Full training will be given
- This role is an excellent opportunity for those wanting to enter the field of social care, mental health and wellbeing, or seeking to gain more experience in these areas

Training we provide for this role

We will provide a full induction and ongoing training for this role, including 2 in-person intensive day sessions (delivered hybrid with the option to attend remotely), some online evening sessions, and independent study.



Training will include:

- Delivering and structuring helpline calls.
- Overview of services and support we provide.
- Boundaries and self-care training.
- How to holistically assess risk, using risk assessment tools.
- Safeguarding training, recording information and data inputting training.
- Trans awareness and LGBTQIA+ 101 training.

How to apply

Complete our application form: <https://form.jotform.com/220763317176355>

If you need support completing this form or have any questions, email volunteer@lgbt.foundation. We particularly welcome applicants who identify as a person of colour, disabled and/or as a person of faith as they are currently underrepresented in our volunteer team.

Applications are open until the 27th of January 2025. We will be in touch with you by the 29th of January 2025 to let you know if you're invited to interview. Interviews for the role will take place on the 6th and 7th of February 2025.